

RFP Questions and Clarifications Memorandum

To: Vendors Responding to RFP Number 3823 for the University of Mississippi Medical Center (UMMC)
From: Craig P. Orgeron, Ph.D.
Date: January 12, 2016
Subject: Responses to Questions Submitted and Clarifications to Specifications
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RFP Number 3823 is hereby amended as follows:

1. **Section VII Technical Specifications, Item 12.31 is being deleted.**
2. **Section VII Technical Specifications, Item 12.32 – 12.32.8 are being modified to read.**
 - 12.32 Printer drivers must support the following:
 - 12.32.1 Windows 2003 Server, **2008, 2012 and future releases,**
 - 12.32.2 Windows Vista,
 - 12.32.3 Windows 7,
 - 12.32.4 Office 2010, **2013, 2016,**
 - 12.32.5 ~~Server 8,~~ **Windows 8, 8.1,**
 - 12.32.6 Windows 10,
 - ~~12.32.7 Windows 12, and~~
 - 12.32.8 MAC.
3. **Section VII, Item 14.3 is being modified as follows:**

MANDATORY - Vendor must agree to provide UMMC with a single monthly invoice for services rendered under this agreement, with the ability to charge each device individually by ~~account~~ **accounting** unit to be provided by UMMC at time of order.
4. **Attachment D, UMMC Location List is being added.**
5. **Attachment E, List of Units to be Replaced is being added.**

6. Attachment F, Advanced Volume with Location is being added.

7. Attachment G, Monthly Print Volumes is being added.

Vendor must include in their proposal a response to each amended requirement as listed above. Vendor must respond using the same terminology as provided in the original requirements.

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: General

Are there any file size or content length restrictions for the response?

Response: No, response will be reviewed based on content.

Question 2: General

Who is the current vendor providing the services to UMMC covered by this RFP?

Response: RJ Young

Question 3: General

May we have permission to use your logo in our proposal?

Response: Yes, please use this hyperlink to download the UMMC logo: https://www.umc.edu/Administration/Institutional_Advancement/Marketing/UMMC_Logos.aspx.

Question 4: General

For uniformity, how should we refer to the name of your organization (e.g. UMMC, University of Mississippi etc...)

Response: University of Mississippi Medical Center or UMMC are both acceptable.

Question 5: General

Is OEM toner a mandatory requirement or is UMMC considering compatible or generic?

Response: This is not a mandatory requirement; however, it is preferred. In the past UMMC has experienced issues with generic toner. UMMC will consider compatible or generic toner.

Question 6: General

Does UMMC currently provide mobile printing services or off-campus print services?

Response: No, this is not part of this RFP.

Question 7: General, Print/Copy Center

Does UMMC have a centralized Print/Copy Center?

Response: No, we do not have a centralized Print/Copy Center.

Question 8: General, Print/Copy Center

Will any devices provided under this contract going to be utilized in the UMMC Print/Copy Center?

Response: Please see the response to Question 7.

Question 9: General, Print/Copy Center

Please provide an inventory list of the makes, models and number of MFDs (all-in-one devices) in the Copy/Print Centers

Response: Please see the response to Question 7.

Question 10: Sections I, II, III, IV

Does ITS/UMMC expect a response to Section I, II, III and IV and should these sections be included in the Vendor response?

Response: The State expects a response to Section I. By submitting a completed Section I, Vendor is accepting those terms in Sections II, III, and IV that are not noted as exceptions as outlined in the RFP.

Question 11: Sections III, Item 13.4

Please indicate if the requirement for US citizenship applies only to on-site personnel.

Response: Yes, individuals on-site must be U.S. citizens or individuals must meet and maintain employment eligibility requirements in compliance with all INS regulations. The Vendor must provide evidence of identification and employment eligibility prior to the award of a contract that includes any personnel who are not U. S. citizens.

Question 12: Sections IV, Item 4

Because the RFP response represents the Vendor's commitment against the specifications would the Vendor's RFP Response take precedence over the RFP?

Response: The order of precedence is outlined Article 37 of Exhibit A, Standard Contract.

ARTICLE 37 ENTIRE AGREEMENT

37.1 This Agreement constitutes the entire agreement of the parties with respect to the subject matter contained herein and supersedes and replaces any and all prior negotiations, understandings, and agreements, written or oral, between the parties relating hereto, including all terms of any unsigned or "shrink-wrap" license included in any package, media, or electronic version of Lessor-furnished software. The RFP No. 3823 and Lessor's Proposal in response thereto are hereby incorporated into and made a part of this Agreement.

37.2 The Agreement made by and between the parties hereto shall consist of and precedence is hereby established by the order of the following:

- A.** This Agreement signed by both parties;
- B.** Any exhibits attached to this Agreement;
- C.** RFP No. 3823 and written addenda; and

D. Lessor's Proposal, as accepted by Lessee, in response thereto.

Question 13: Sections IV, Item 22

Please define "new equipment." Does this include the single function printers?

Response: New equipment is defined as unused or certified refurbished. Yes, this does include single function printers.

Question 14: Sections IV, Item 13.1, 13.2

Please confirm whether payments will be made through the MAGIC system and if so, what electronic invoice format is acceptable to submit into the MAGIC payment system?

Response: No, UMMC does not utilize the MAGIC System (See Section VII, 14.3 for billing instructions.) However, the Awarded Vendor will be required to be registered in the MAGIC system.

Question 15: Sections IV, Item 17

Does ITS/UMMC require third party approval prior to RFP response or during contract negotiations?

Response: Third party approval will be required during contract negotiations.

Question 16: Sections IV, Item 22

Please indicate whether new equipment with refurbished parts would be acceptable.

Response: Certified refurbished parts are acceptable.

Question 17: Sections VI, Item 1.2

If a vendor partners with a third party MBE/WBE, is the third party required to complete a Self-Certification Form?

Response: It is not required; however, any Vendor who has not previously submitted a Minority Vendor Self-Certification Form to the State of Mississippi should submit the completed form with their proposal.

Question 18: Sections VII, Item 3.4

Is the awarded vendor responsible for toner installation and resolving paper jams?

Response: No, Vendor will not be responsible for toner installation. In regards to paper jams, certain 24x7 areas will need response after UMMC personnel attempts to resolve have failed.

Question 19: Sections VII, Item 3.4.6

Is In-Person Training mandatory on all multi-function devices and single function printers at each location?

Response: This is not a mandatory requirement; however, it is preferred when training is necessary.

Question 20: Sections VII, Item 3.4.8

Does ITS/UMMC consider staples to be a consumable supply?

Response: UMMC will be responsible for paying for staples as well as paper.

Question 21: Sections VII, Item 6.9

Please clarify what is being asked. What is meant by, "the stage of development of those products and services?"

Response: The State desires a robust stable platform for printing solution. If Vendor proposes a solution that is not immediately deployable in a production environment, Vendor must describe the steps necessary to make the solution production ready. Likewise, if Vendor proposes a solution that is near end-of-life, this must also be disclosed.

Question 22: Sections VII, Item 6.11, 14.9

Is UMMC looking for onsite support for the duration of this contract to provide Key Ops support for devices as well as Print Management support? Please define what is meant by "the stage of development" in the above statement.

Response: Highly available printing operations. This primarily refers to any staff that will be on any UMMC campus 4 days or more.

Question 23: Sections VII, Item 6.11.3.1.1 - 6.11.3.1.5

Does this apply to delivery drivers and temp workers?

Response: Delivery drivers would not be included. This primarily refers to any staff that will be on any UMMC campus 4 days or more.

Question 24: Sections VII, Item 7.1

Will UMMC have any buy-out or financial obligations on current leased or owned equipment? If so, will chosen vendor be responsible for the buy-out? If so, please indicate current buy-out costs.

Response: No, UMMC will not have any buy-out or financial obligations on current leased or owned equipment.

Question 25: Sections VII, Item 8

Is the awarded vendor the first point of contact for any printer related issue?

Response: No, UMMC Help Desk will be the first point of contact.

Question 26: Sections VII, Item 8

How many service calls are currently logged in the UMMC printing environment per month and or per year.

Response: Currently there are no services calls logged in the UMMC printing environment. All service calls are reported directly to RJ Young.

Question 27: Sections VII, Item 8.2

We are to assume in this case office equipment means printing devices?

Response: Yes, that is correct.

Question 28: Sections VII, Item 8.3

How many Helpdesk tickets are taken for hardware related issues?

Response: There are 2,614 help desk tickets in the system on the date of this memorandum.

Grand Total	2614
EPIC - ADT - Printing	57
EPIC - Beaker - Label printing issue	1
EPIC - Cadence - Printing	49
EPIC - Print Mapping	28
EPIC - Resolute Hospital Billing-Inpatient - Printing	3
EPIC - Resolute Prof Billing-Ambulatory - Printing	8
Printing	349
Printing - Connectivity	1002
Printing - Epic	462
Printing - Hardware	118
Printing - Hardware - Break/Fix	397
Printing - Hardware - Modifications	42
Printing - Hardware - Moves	38
Printing - Hardware - New	60

Question 29: Sections VII, Item 8.3

What access will the vendor have to LANDesk and what is required to be entered into your current Help Desk system today?

Response: Appropriate access to LANDesk will be given. This will be a new process. Workflow will be determined once vendor is awarded.

Question 30: Sections VII, Item 8.3

How many help desk tickets do you receive for print related incidents?

Response: Please see response for Question 28.

Question 31: Sections VII, Item 8.4

When considering SLA's will the vendor support units that are not on campus? As an example remote clinics> If so, how many off campus locations are to be supported?

Response: Yes, all locations are to be supported. Please refer to Attachment D, UMMC Locations List.

Question 32: Sections VII, Item 8.4

Is the 4-hour response time an average or per call? Will other campuses be included in this expectation?

Response: This is a per call basis. Yes, all locations are included in the expectation.

Question 33: Sections VII, Item 8.4

What does UMMC consider as meeting the SLA of a 4 hour response time?

Response: The problem is resolved.

Question 34: Sections VII, Item 8.4.2

How many multifunctional devices and/or single function printers would be included in the critical care after-hours service requests?

Response: Currently there are approximately 100 printers in the critical care areas. UMMC is looking for their partner to identify business critical requirements.

Question 35: Sections VII, Item 8.5.1

Will ITS/UMMC provide a detailed list with the number of facilities in scope, number of buildings at each facility and number of floors for each building? Also will each facility in scope require loaners?

Response: For number of facilities, please refer to the response to Question 31. Loaners will be on an as needed basis at all locations.

Question 36: Sections VII, Item 8.6

Please provide the specs required for the new devices to replace the current devices.

Response: List of devices can be found in Attachments A & B in the RFP. UMMC requires like-for-like equipment which must meet EPIC requirement in Section VII, Item 12.3.

Question 37: Sections VII, Item 8.14

Would Monday – Friday be acceptable?

Response: No, this is a MANDATORY requirement; proposals that do not meet all mandatory requirements are subject to immediate disqualification as outlined in Section VII, Item 2.

Question 38: Sections VII, Item 8.15

What do you mean by, “control all devices and their related resources?”

Response: This refers to software monitoring and control system.

Question 39: Sections VII, Item 8.16

Please clarify what is required.

Response: As stated in the RFP, Vendor must provide any additional hardware/software assets that are required to support the Vendor-provided document output devices at UMMC.

Question 40: Sections VII, Item 8.17

Are we limited to the number of on-site people?

Response: No, there is not a limit; however, Vendor must meet minimum requirements.

Question 41: Sections VII, Item 8.20

“Vendor must replace resources/devices when those resources/devices no longer incorporate current technology.”

Please define what is meant by “no longer incorporating current technology.”

Response: The printing device does not meet the applications need. This does not occur often, but can occur.

Question 42: Sections VII, Item 8.20

Please elaborate on the expectations. What defines what is or isn't current technology?

Response: Please refer to Question 41.

Question 43: Sections VII, Item 8.22

What type of network access will be granted to the vendor in order to allow for settings to be pushed out to all devices as required above?

Response: Awarded Vendor will receive necessary network access.

Question 44: Sections VII, Item 9.1

From where do you expect the 10% to come?

Response: From new locations as well as general hospital & clinic growth.

Question 45: Sections VII, Item 10

Is it a requirement for the existing lease holders to continue to maintain the existing fleet until the new vendor has replaced those devices?

Response: Yes, this will be a requirement for the existing lease holder.

Question 46: Sections VII, Item 10.1

Can you confirm that 700 of the 2200 devices are not networked?

Response: That is correct, UMMC expects Vendor, as per the requirement, to recommend an alternate solution.

Question 47: Sections VII, Item 10.1

What outstanding leases are there on any devices being replaced now or in the future for this RFP?

Response: Not applicable to RFP.

Question 48: Sections VII, Item 11

Is UMMC open to standardizing their current fleet to a 4 to 5 model setup?

Response: Yes.

Question 49: Sections VII, Item 11.1, 11.2

Can you provide a list of the devices that are part of the 600 and 500 unit replacements?

Response: See Attachment E, List of Units to be Replaced.

Question 50: Sections VII, Item 11.3

Are these single function printers to be replaced by multifunctional devices? Is the length of the agreement 36 months (60 months is referenced later in the document)? How many single function printers does that leave to be replaced in year 3?

Response: UMMC would advise Vendors to consult and make recommendations on proper replacement devices. The term of the lease should not exceed 5 years as stated in Section VII, Item 14.2 and Exhibit A, Standard Contract Article 2.1. However, the State would consider a 36 months/3 years initial term with 2 one year optional renewal periods.

Question 51: Sections VII, Item 11.4

Vendor must also be able to provide UMMC with like for like replacements for the remaining devices currently leased from competitors (those that are not currently serviced by existing Vendor) at no additional charge as the contracts for those units expire.

Will ITS/UMMC be providing a complete list with device serial number, device locations, leased/owned, current lease payments, lease expiration date and leasing company to allow vendors to respond to this question?

Response: Information on currently leased equipment is not applicable. Please refer to the response to Question 24. For a list of devices, please refer to the response to Question 36.

Question 52: Sections VII, Item 11.4

You mention "like for like replacement", do you have a hardware rationalization strategy? If not, are you open to the concept of reducing print with technology and process optimization?

Response: Yes, UMMC is open to the concept.

Question 53: Sections VII, Item 11.11

Do single function printers need to be new equipment?

Response: Please refer to the Response to Question 13.

Question 54: Sections VII, Item 12.1

Will ITS/UMMC provide a complete device list by serial number that indicates the volume per device on a monthly basis?

Response: Yes, please refer to Attachment G, Monthly Print Volume

Question 55: Sections VII, Item 12.3

Will ITS/UMMC conduct the "mandatory proof-of-concept trial period" prior to contracting with a vendor or during the first 60 days replacement activity?

Response: During the first 60 days replacement activity.

Question 56: Section VII, Item 12.6

Please identify the current application or tool used for charging back print jobs to departments.

Response: **Currently UMMC does not charge back to the departments.**

Question 57: Section VII, Item 12.6

What paper capacity trays are required for all devices (printers, copiers, & MFDs)?

Response: **Standard one ream trays or greater capacity.**

Question 58: Section VII, Item 12.6

Can UMMC provide the current make, model and number of devices requiring the desired finishing capabilities (three hole-punching and stapling) and the number that will not require these finishing capabilities?

Response: **No, this information is not available.**

Question 59: Sections VII, Item 12.14

Replacement devices must provide Automatic Image Rotation or Automatic Image Orientation at all print resolution?

Response: **Replacement devices must provide one or the other.**

Question 60: Sections VII, Item 12.18

Please clarify what "recall/reprint capability" means.

Response: **Device must have the ability to recall or reprint the last job in the queue.**

Question 61: Sections VII, Item 12.22

Does this refer to multifunctional devices or single function printers?

Response: **Multifunctional devices.**

Question 62: Sections VII, Item 12.23

Are we providing fax boards or are we integrating with a fax server (RightFax)?

Response: **Integrate with RightFax.**

Question 63: Sections VII, Item 12.31

Please clarify what the application for this is.

Response: **Please refer to Item 1 of this Amendment.**

Question 64: Sections VII, Item 12.33

Please clarify what is being asked.

Response: **For example, USB key to print pictures.**

Question 65: Sections VII, Item 12.35

Please clarify what is being asked. Do you want web access from the copier display?

Response: IP address based webpage that will allow for the troubleshooting and maintenance of the device. An example would be to clear print jobs hung in the queue or see toner levels.

Question 66: Sections VII, Item 14.2
Please clarify what the term of the contract is.

Response: Please refer to the response to Question 50.

Question 67: Sections VII, Item 14.3
Vendor must agree to provide UMMC with a single monthly Invoice for services rendered under this agreement, with the ability to charge each device individually by account unit to be provided by UMMC at time of order.

Please provide the definition of "account unit" as indicated in the above statement.

Response: Please refer to Item 3 of this Amendment. The accounting unit is an internal number that identifies which department is utilizing the device for budgeting purposes. UMMC will provide a list of the appropriate accounting unit for each department upon contract execution.

Question 68: Sections VII, Item 14.5
May we exceed your minimum expectation of storing supplies within a 10 mile radius by placing seed stock on-site for optimal turnaround time?

Response: Yes, space will be provided for on-site storage.

Question 69: Sections VII, Item 14.5
Does this apply to single function printers or multifunctional devices?

Response: Yes, this applies to both.

Question 70: Sections VII, Item 14.6
What is a "Printer Change Order?"

Response: It is a form or method used to track changes when a device is moved or replaced.

Question 71: Sections VII, Item 14.11
Please provide a list of your current locations including address and brief description.

Response: Please refer to Attachment D, UMMC Location List.

Question 72: Sections VIII
Define the difference between "Replacement Devices" and "New Devices"

Response: Replacement devices replace standard equipment currently in service. New devices refer to devices placed where no current device exists.

Question 73: Sections VIII

The template provided has only 5 lines, are we limited to five models? May we present our offering in a spreadsheet?

Response: No, you are not limited to five models and yes, you may present in a spreadsheet.

Question 74: Exhibit A

How is Exhibit A on page 69 different from Section VIII on page 48?

Response: Exhibit A is part of the Standard Contract. The devices and pricing will be a part of the executed agreement. Section VIII, Cost Information Submission Form is provided for Vendors to use to submit costs as a part of their response.

Question 75: Exhibit A, Article 10

Can you expound upon the training expectations?

Response: The IT staff will be trained on how to use new equipment.

Question 76: Sections IX, Item 2

Does this apply to temporary staff?

Response: Yes, they must meet the minimum requirements.

Question 77: Exhibits A, B, C

Does each exhibit require a Point-to Point response of "Acknowledge", "Will Comply" or "Agreed"?

Response: Acknowledgement is not required on each Article, or item in Exhibit A, B, or C, however; if there is something that you cannot agree to, you must take exception to that Article or item on Section V, Proposal Exemption Form.

Question 78: Exhibit C

Does a signed Non-Disclosure Agreement need to be a part of the Vendor response?

Response: No, this will be address during the contract negotiation phase once the vendor has been awarded.

Question 79: Attachment A

What is your expectation for the hardware quote with respect to configuration and accessories? If your expectation is for units configured with finishing and accessories will you provide specifications?

Response: We encourage vendors to creatively consolidate printer fleet as part of award.

Question 80: Attachment A

Which devices are networked?

Response: All devices will be networked going forward.

Question 81: Attachment A

Which devices are not networked?

Response: All devices will be networked going forward.

Question 82: Attachment A

Which devices are configured for multi-function?

Response: Attachment A includes models numbers. Vendor should be able to determine device capability.

Question 83: Attachment A

Which devices are configured for print only?

Response: Not applicable.

Question 84: Attachment A

When do the leases expire?

Response: For purposes of this RFP, Vendor should consider all leases as expired.

Question 85: Attachment A

What company currently provides technical service for your fleet?

Response: Please refer to the response to Question 2.

Question 86: Attachment A and Attachment B

Please provide a breakdown for copies per B&W volume and Color volume.

Response: Please refer to Attachment F, Advanced Volume with Location.

Question 87: Attachment A and Attachment B

Please provide an inventory list of all accessories for the devices identified in Attachments A and B

Response: The only accessory required is dual trays, other accessories will be on an as needed basis. Vendor should propose any accessories Vendor believes will provide efficiencies and cost savings as a part of their proposal.

Question 88: Attachment A, Attachment B

Please provide the current number of existing UMMC owned/leased MFDs currently not under a maintenance contract.

Response: This information is not available.

Question 89: Attachment A, Attachment B

Please provide current and historical print/copy volumes for devices identified in Attachments A and B by model, month and year.

Response: Please refer to Attachment F, Advanced Volume with Location.

Question 90: Attachment A, Attachment B

Please provide current and historical volumes for the devices covered in the RFP broken down by month, year, campus and location.

Response: This information is not available.

Question 91: Attachment B

What is your expectation around department owned equipment? Is your intent to keep these autonomous or consolidate them with the rest of your fleet?

Response: The overall objective is to consolidate them with the rest of the fleet.

Question 92: Attachment C

What is your expectation for Epic connectivity? Do you have a specific quantity of devices?

Response: All devices must be EPIC compatible.

RFP responses are due January 22, 2015, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Patti Irgens at 601-432-8223 or via email at Patti.Irgens@its.ms.gov.

cc: ITS Project File Number 41621

Attachments:

Attachment D, UMMC Location List

Attachment E, List of Units to be Replaced

Attachment F, Advanced Volume with Location

Attachment G, Monthly Print Volumes